

Health New Zealand | Te Whatu Ora Te Waipounamu

Regional trends in complaints received by HDC between 1 July – 31 December 2023



Complaints received

Number of complaints

164 ⬇️

Increase from Jan-Jun 2023
(153 average of last 3 periods)

Number of discharges

108,599 ⬆️

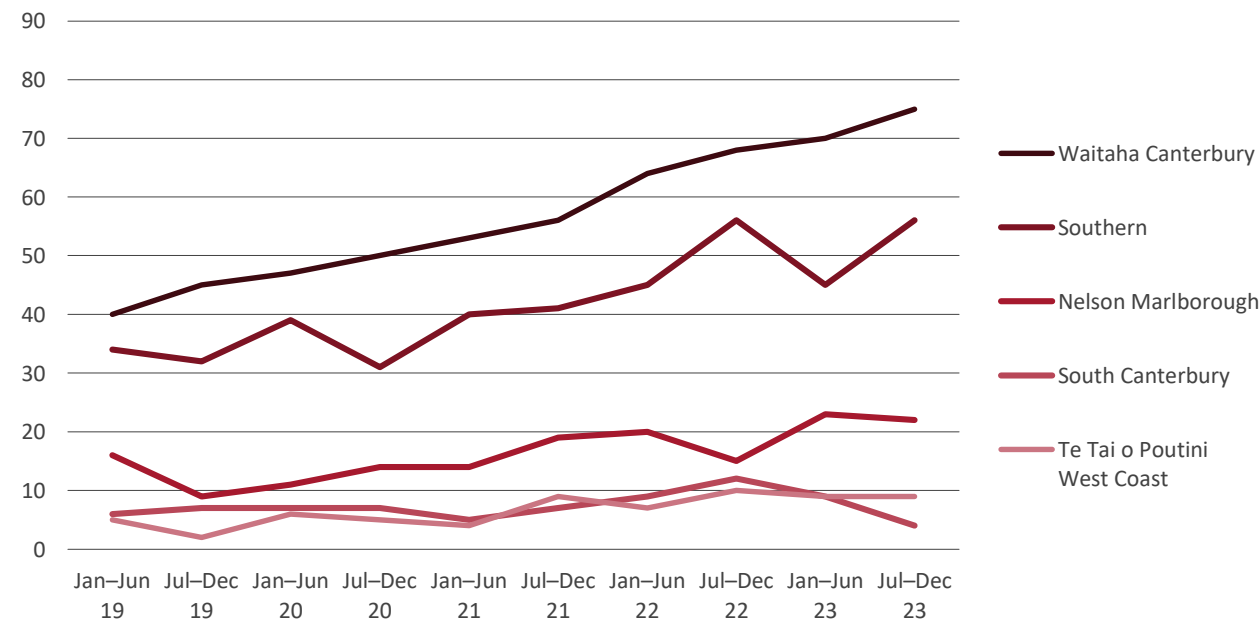
Rate per 100,000 discharges

151.01 ⬆️

Increase from Jan-Jun 2023
(149.88 average of last 3 periods)

Key for comparing data:

- ⬇️ No change from Jan-Jun 2023
- ⬆️ Increase from Jan-Jun 2023
- ⬇️ Decrease from Jan-Jun 2023
- Regional data
- National data



Top districts by number of complaints received

- 1 Waitaha Canterbury
Complaints: 75
Discharges: 58,646
Rate: 127.89
- 2 Southern
Complaints: 56
Discharges: 28,375
Rate: 197.36
- 3 Nelson Marlborough
Complaints: 22
Discharges: 12,343
Rate: 178.24
- 4 South Canterbury
Complaints: 4
Discharges: 6,061
Rate: 66.00
- 5 Te Tai o Poutini West Coast
Complaints: 9
Discharges: 3,174
Rate: 283.55

Services complained about



45 (27%) ⬆️
Surgery



37 (22%) ⬆️
Medicine



40 (24%) ⬆️
Mental health and addiction

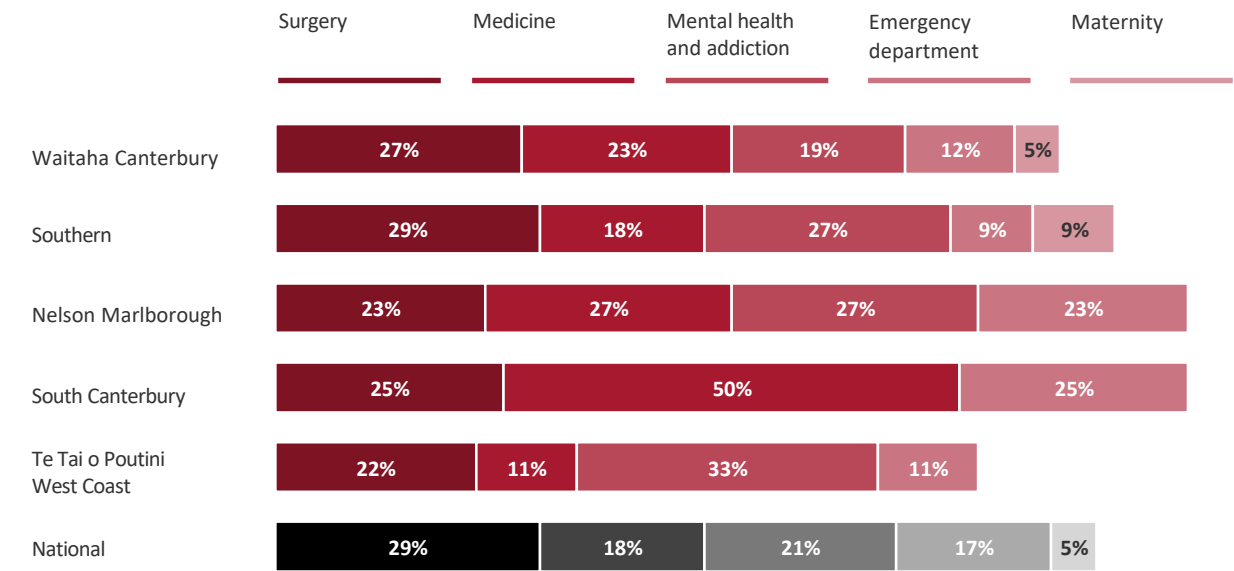


21 (12%) ⬆️
Emergency department



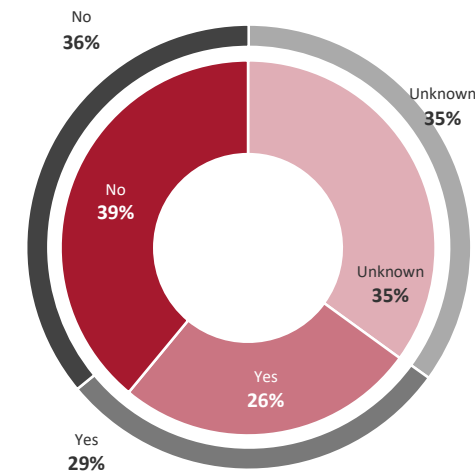
9 (5%) ⬆️
Maternity

Top services complained about by district



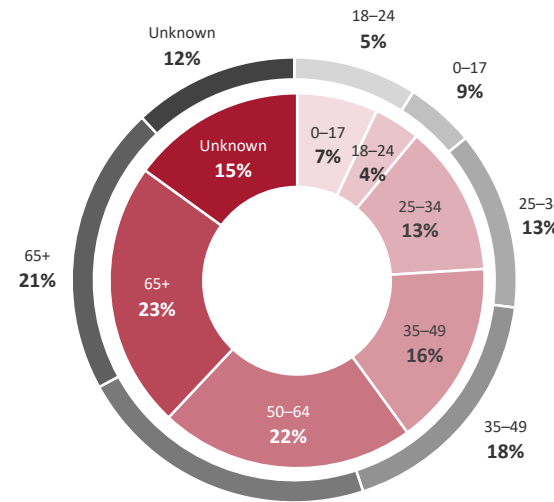
Who complained

By disability

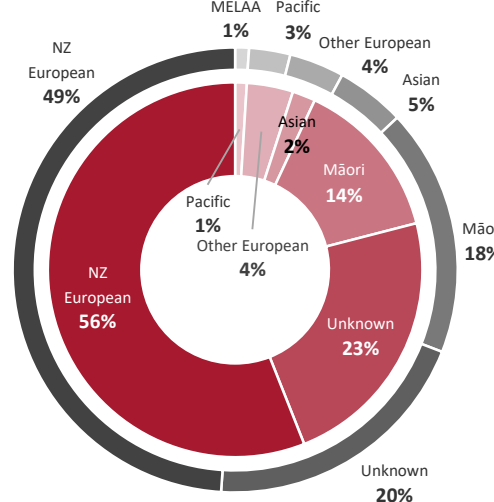


By gender Female (60%), Male (39%), Unknown (1%)

By age



By ethnicity



MELAA: Middle Eastern/Latin American/African

Issues complained about

Top issue categories

- 1 Care/treatment **84%** ⬆️
- 2 Communication **79%** ⬆️
- 3 Consent/information **19%** ⬆️
- 4 Medication **16%** ⬆️
- 5 Access/funding **15%** ⬆️

Top specific issues

- 1 Missed/incorrect/delayed diagnosis **11%** ⬆️
- 2 Unexpected treatment outcome **8%** ⬆️
- 3 Inadequate treatment **7%** ⬆️
- 4 Delay in treatment **6%** ⬆️
- 5 Inadequate follow-up **5%** ⬆️

Complaints closed

124 ⬇️

Decrease from Jan-Jun 2023
(143 average of last 2 periods)

Outcomes

